



## SAVE A SPOT: WSF'S NEW & ENHANCED RESERVATION SYSTEM

### Frequently Asked Questions

#### Overview and Key Dates

1. Who can make a reservation?

*Port Townsend – Coupeville Route: All vehicles*

*Sidney, B.C. Routes: All vehicles except commercial vehicles (due to Customs restrictions, commercial vehicles are not allowed to travel on WSF's international routes)*

*Anacortes – San Juan Islands Routes: Vehicles traveling for business purposes with an existing WSF business (commercial) account*

2. Can passengers make reservations?

*No. Reservations are for vehicles only.*

3. How can I make a reservation?

*Go online: Visit [www.wsdot.wa.gov/ferries](http://www.wsdot.wa.gov/ferries)*

*By phone: Call WSF customer service at 888-808-7977*

4. Is there a mobile version of the website (for smartphones)?

*Not initially, but that is part of the plan.*

5. Do I have to make a reservation to travel?

*No, reservations are not required. WSF recommends that customers make reservations for their vehicles, especially if they intend to travel during busy times (see WSF's Best Travel Times link on the route schedule Web page for information about which sailings are typically busy).*

6. Will I be able to make a whole week's worth of reservations in one transaction?

*Yes. There is no limit to the number of reservations you can make in one transaction. You will not, however, be able to make recurring reservations (i.e. same time every Monday). This feature will be added in the future.*

7. Will I be able to reserve a round trip in the same transaction?

*Yes.*

8. When will the new Save a Spot system be available to customers?

*On June 4, 2012, customers will be able to use the new Save a Spot system to make reservations for sailing dates starting June 17, 2012, on the Sidney, B.C. routes.*

*On June 13, 2012, customers will be able to use the new Save a Spot system to make reservations for sailing dates starting June 17, 2012, on the Port Townsend – Coupeville route and Executive Accounts on the Anacortes – San Juan Islands routes.*

9. What if I need a reservation for a sailing date prior to June 17, 2012?

Be sure to make that reservation online at [www.wsdot.wa.gov/ferries](http://www.wsdot.wa.gov/ferries) for by phone at 888-808-7977 no later than June 3, 2012.

10. What if on or after June 4 I realize I need a reservation for a sailing in the June 4-16 period?

*Sidney, B.C. Routes: Call customer service at 888-808-7977 for a reservation*

*Port Townsend – Coupeville Route: Starting June 4, reservations for June 4-16 sailing dates will not be available. Remaining space on the vessels will be given to customers without reservations on a first-come, first-served basis.*

## **Deposits**

11. What is a reservation deposit?

*A reservation deposit is money a customer must pay in order to make a reservation. The deposit is credited towards the actual fare due at the time of travel.*

12. How much are reservation deposits?

*The reservation deposit will be equal to the senior/disabled vehicle and driver fare for the vehicle you are reserving.*

13. Is everyone required to pay a deposit to make a reservation?

*No, customers with Executive Accounts or Premier Accounts will not be required to pay a deposit up front. These customers will be billed the applicable deposit amount if they fail to use their reservation and do not travel for the remainder of the operating day.*

14. What methods of payment are accepted for reservations deposits?

*All major credit cards can be used to pay for reservations deposits.*

15. How do I pay the deposit if I don't have a credit card?

*Debit cards with Visa or MasterCard logos will also be accepted as a form of payment.*

## **Reservations and Tickets**

16. Is a reservation a ticket?

*No. Tickets must be purchased at the time of travel*

17. Can I purchase a ticket for my reserved sailing in advance?

*If you pay an up-front deposit for your reservation, you cannot purchase tickets in advance for your reserved vehicle. Executive and Premier Account customers may purchase tickets in advance of their sailing.*

18. Can I use a vehicle and driver multi-ride card to pay for travel in conjunction with a reservation?

*Only if you have a Premier or Executive Account you may pay for travel with a multi-ride card.*

## **Accounts**

19. What is a reservations account?

*Reservations accounts allow you to create an individual profile, manage your reservations, and review your reservations history.*

20. What are the different reservations account types?

**Executive Account:** *Executive Account customers will have access to reservation spaces set aside specifically for them. An Executive Account is for customers who have an active business (commercial) account with WSF and want to bill their travel to that account or use a vehicle multi-ride card to pay for their travel. Executive Account customers do not have to pay a deposit for their reservations. However, they will be billed the deposit amount if they do not use their reservation and do not travel for the remainder of the operating day.*

**Premier Account:** *Premier Account customers will have access to reservation spaces set aside specifically for them. A Premier Account customer must have an active ReValue multi-ride card for their vehicle. Premier Account customers do not have to pay a deposit for their reservations. However, they will be billed the deposit amount if they do not use their reservation and do not travel for the remainder of the operating day.*

**Universal Account:** *A Universal Account is for all customers. It allows them to create their own profile for faster transactions. Universal Account customers are required to pay a deposit for their reservation. The deposit will be credited towards the total fare due at the time of travel. Universal Account customers will not be able to pay for reserved travel with vehicle and driver multi-ride tickets.*

21. Do I have to create an account to make a reservation?

*No. Customers may still make a reservation as a guest if they do not wish to open a WSF reservations account.*

22. How do I create an account?

**Executive Account:** *Executive Accounts require an active Wave2Go business (commercial) account with WSF. If your organization already has an active Wave2Go business account and travels on Port Townsend – Coupeville or Anacortes – San Juan Islands routes, WSF will establish an Executive Account on your behalf. You will be able to log into your account when the new system goes live, using your Wave2Go business account email login and password.*

**Premier Account:** *Currently, Premier Account status is only available for Port Townsend – Coupeville reservations. To establish a Premier Account for this route, you must have an active ReValue vehicle multi-ride card for Port Townsend – Coupeville and you must store credit card billing information in your reservations account. You can create your account online at [www.wsdot.wa.gov/ferries](http://www.wsdot.wa.gov/ferries).*

**Universal Account:** *You can create an account online at [www.wsdot.wa.gov/ferries](http://www.wsdot.wa.gov/ferries). You must provide an email address and password. You can only establish one account per email address.*

23. Can I change my account type?

*Yes. As long as you meet the requirements of the account type you wish to change to, you may change your account type online.*

## Space Availability

24. How much of the vessel will WSF make available for reservations?

**Port Townsend - Coupeville:** Approximately 80 percent of the vehicle deck will be made available for advance reservations. For the initial rollout, WSF will likely reserve less than 80 percent of the vessel.

**Sidney, B.C.:** 100 percent of the vehicle deck will be made available for advance reservations.

**Anacortes - San Juan Islands:** Depending on the sailing, 0-20 percent of the vehicle deck will be made available for Executive Account reservations.

25. How much of the vessel will be set aside for Executive and Premier Account customers?

**Port Townsend - Coupeville:** Approximately 30 percent of the vehicle deck will be set aside for Executive and Premier Account reservations. If all of those set aside spaces have already been reserved, Executive and Premier Account customers will have access to any remaining general reservable spaces.

**Sidney, B.C.:** There are no set asides on international routes. Reservable spaces are available to all customers (except commercial vehicles, which cannot travel on WSF's international routes).

**Anacortes - San Juan Islands:** Depending on the sailing, 0-20 percent of the vehicle deck will be made available for Executive Account reservations.

26. What if the set aside spaces haven't been reserved?

48 hours prior to the sailing time, WSF will make any Executive and Premier Account space that hasn't been reserved available to all customers.

27. How far in advance of the sailing will reservations be available?

For busy sailings, reservations will be available one month in advance. Reservations for all other sailings will be available 6 months in advance.

## Canceling

28. How do I cancel my reservation?

You can cancel your reservation online at [www.wsdot.wa.gov/ferries](http://www.wsdot.wa.gov/ferries) or by phone at 888-808-7977.

29. Is there a penalty for canceling?

More than 24 hours in advance of your sailing, there is no penalty for canceling. Any deposit paid will be refunded. If you cancel your reservation less than 24 hours in advance of your sailing, you will forfeit any deposit amount paid (Executive and Premier Account customers will be billed the applicable deposit amount).

30. What happens if WSF needs to cancel a sailing for unexpected mechanical or weather issues?

In the event that WSF needs to cancel one or more sailings, it will communicate the cancelation(s) to customers via email (if you have stored your email with WSF), website, and highway advisory radio. No new reservations will be available for that day.

Customers with reservations will still be able to travel with WSF, though they may experience delays.

*At the terminal, WSF will give boarding priority to reservation holders on the dock, then standby customers that are already on the dock. The terminal will not take any new standby vehicles through the tollbooth, and it will operate on a first-come, first-served basis for reservation holders.*

*WSF will update customers hourly, communicating current vessel or weather status and reservations status. Once the vessel(s) is/are operating normally and the backlog of reservation holders is processed through terminal, WSF will resume standard operations.*

*Customers with reservations who are affected by cancellations will be refunded their deposit if they choose not to travel.*

31. If the first sailing of the day is canceled, how early will I receive an email?

*Web agents begin their shifts at 4:30 a.m. to send alerts if sailings are canceled.*

32. What happens in the event of a tidal cancellation?

*WSF knows tidal conditions well in advance and will not make reservations available on sailings that will need to be canceled for tides.*

## **Changing**

33. How do I change my reservation?

*You can change your reservation online at [www.wsdot.wa.gov/ferries](http://www.wsdot.wa.gov/ferries) or by phone at 888-808-7977.*

34. Is there a penalty for changing?

*More than 24 hours in advance of your sailing, there is no penalty for changing. As a courtesy, you are allowed one free change within the 24 hour period. Once you have changed a reservation within the 24 hour period, no additional changes will be permitted. Less than 2 hours in advance of the sailing, no changes will be permitted.*

35. What if I already changed my reservation once within the 24 hour period and I need to change it again?

*You will need to cancel your reservation and make a new one. If you will be traveling the same operating day as your reservation, you have the option to travel standby, and your reservation deposit will be honored.*

36. What happens if I need to change to a smaller vehicle size?

*You can change your reservation to a smaller vehicle size. If the deposit for the smaller vehicle is more than \$5.00 less than the deposit you paid, the difference will be refunded to your credit card. Differences of less than \$5.00 will be settled at the tollbooth when you travel.*

37. What happens if I need to change to a larger vehicle size?

*You can change your reservation to a larger vehicle size category if space is available. If the deposit for the larger vehicle is more than \$5.00 greater than the deposit you paid, you will be charged the difference. Differences of less than \$5.00 will be settled at the tollbooth when you travel.*

38. Can I change my reservation to a different departure terminal?

*No. If you need to change your departure terminal, you will need to cancel your reservation and make a new one.*

## **Traveling with a Reservation**

39. How far in advance of my sailing do I need to arrive at the terminal?

**Port Townsend – Coupeville route:** *You will need to be processed through the tollbooth **45-15 minutes** in advance of your reserved sailing.*

**Sidney, B.C. route:** *arrival time will vary depending on the departing terminal.*

*Anacortes: **one hour** in advance of your reserved sailing.*

*Friday Harbor: **one hour** in advance of your reserved sailing.*

*Sidney, B.C.: **90 minutes** in advance of your reserved sailing.*

**Anacortes - San Juan Islands routes (Executive Accounts):** *You will need to be processed through the tollbooth **45-30 minutes** in advance of your reserved sailing.*

40. What do I need to bring?

*Print the reservation confirmation sent to you by email. It will have a barcode that terminal staff will scan to verify your reservation.*

41. What if I lost my confirmation and accidentally deleted the email?

*You can log into your reservations account and print a new confirmation page.*

42. What if I arrive at the terminal, but I forgot my confirmation page?

*WSF will have other methods for looking up your reservation (confirmation number, name, telephone number). Please remember to bring your confirmation page, as these methods may take more time at the tollbooth.*

43. What if I have several confirmation pages and I don't know which one is for my current reservation?

*It doesn't matter which confirmation page you use. The barcode is associated with your reservations account. As long as you have a reservations account, the barcode will always be the same.*

44. What if I arrive with a vehicle that's larger than my reserved vehicle?

*WSF may not be able to honor your reservation. You will be directed to the standby line, but any deposit amount you paid will still be credited towards your travel.*

45. What if I arrive with a vehicle that's smaller than my reserved vehicle?

*Your reservation deposit will be applied to your total fare transaction. Any remaining amount will automatically be refunded to the credit card used to make the reservation.*

46. What if I arrive late or miss my sailing?

*As long as you travel during the same operational day from the same departing terminal, you will be directed to the standby vehicle line, and your deposit will be credited toward your fare.*

47. What if I arrive early? Can I get on an earlier sailing?

*If the terminal is busy, staff will direct you to leave and return for your reserved sailing. If the terminal is not busy, you will have the option to enter the standby line, and your deposit will be honored.*

## **Other Questions**

### **48. How will vanpools work with the reservation system?**

*Operationally, nothing will change for vanpools initially. WSF will set up a reservations account for vanpools when they complete the process for obtaining a WSF vanpool permit and make reservations for the departure dates/times on the permit. This will be done before reservation space is released to other customers. Vanpools will have to call WSF to change or cancel a reservation – if it happens frequently, WSF will work with vanpool customers to minimize further changes. If a vanpool arrives too late for its reserved sailing, it will be directed to the front of the standby line for the next sailing. The terminal will note the late arrival and report it back to the WSF HOV Coordinator. There is no penalty for a vanpool no show.*

*There are very few vanpools on the Port Townsend-Coupeville route. Vanpool policies will be revised for future phases of the reservation system.*

## **Customer Service**

### **49. What are the customer service hours of operation?**

*Customer service phone lines are open from 5 a.m. until 9 p.m. during the summer. Notifications regarding delays and cancelations will be provided via email and the website between 4:30 a.m. and 9:30 p.m.*